

**OCCUPATIONAL GROUP:** Social Services

**CLASS FAMILY:** Child Support Enforcement

**CLASS FAMILY DESCRIPTION:**

**This family of positions includes those whose purpose is to provide enforcement of child support in compliance with state and federal laws, rules, regulations, policies and procedures.**

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**CLASS TITLE:** Child Support Technical Associate

**DISTINGUISHING CHARACTERISTICS:**

These positions, in a training capacity, perform entry level financial duties necessary to conduct audits of child support enforcement cases, which may include analysis of transactions for both the caretakers and obligors. They do not have supervisory or budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Participates in formal classroom and on-the-job training to develop familiarity with agency, state and federal laws, rules, regulations, policies and procedures.
- Analyzes caretaker and obligor cases to determine the accuracy of the financial histories of the cases.
- Performs audits utilizing several different databases to compile all pertinent data needed.
- Verifies data in the physical case file and automated database by reviewing for accuracy, completeness and compliance to the requirements as set forth by agency, state and federal laws, rules, regulations, policies and procedures.
- Compiles information from public assistance cases as it affects the distribution of child and spousal support payments.
- Obtains case financial histories maintained by child support agencies in other states.
- Reviews valid legal documents and court orders in the case and evaluates the accuracy as entered in the automated system.
- Posts moderate to complex financial information to a financial spreadsheet to determine balances.
- Performs caretaker accounting to calculate any amounts owed to the caretaker, overpayments to caretakers and refunds to obligors.
- Forwards audits to state office for manual adjustments to automated system.
- Communicates and substantiates information necessary to reconcile audits in the field with those at the state office and grants verbal permission to change any discrepancies found in the review of the audit.
- Reviews all manual adjustments to the automated system and all financial narratives recorded in the system for accuracy, completeness and compliance with agency, state and

federal laws, rules, regulations, policies and procedures, ensuring all monies due to be distributed have been distributed correctly and reporting all issues to supervisor.

- Provides explanation of case financial work upon request by staff.
- Prepares and maintains productivity and status reports and statistics as requested by supervisors.
- Completes special projects assigned by supervisors.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to comprehend and communicate agency, state and federal laws, rules, regulations, policies and procedures pertaining to child support enforcement collection and distribution.
- Ability to record pertinent facts, perform moderately complex mathematical calculations, maintain records and plan and organize work effectively and independently while operating under time constraints applicable to the priority established for specified duties.
- Ability to learn methods, resources, schedules and forms available to locate information.
- Ability to select the most effective method to process audits, exercising independent judgment.
- Ability and knowledge to complete computations and to reconcile accounts for arrearage to the state and others.
- Ability to communicate, both orally and in writing, articulating complex financial information to associates, administrator, case managers, attorneys and in court proceedings.
- Ability to learn the agency's automated system in review of the information relating to obligation of support, financial data, collection and distribution of support payments maintained in each case.
- Ability to operate a personal computer, various software programs and standard office equipment, including copier, fax, calculator.

#### **MINIMUM QUALIFICATIONS:**

**Education:** High school diploma or equivalent.

**Experience:** 0 – 2 years of full-time or equivalent part-time paid experience related to accounting support.

**Education & Experience Substitution:** Successful completion of study from a regionally accredited college or university or related business or vocational school may substitute for the required experience on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

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#### **CLASS TITLE: Child Support Technician**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions perform full performance level financial duties necessary to conduct audits of child support enforcement cases, which may include in-depth analysis of transactions for both the caretakers and obligors, research of lost or misallocated child support receipts, posting of moderate to complex accounting information to determine balances and testifying in court

proceedings. They do not have supervisory or budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Analyzes caretaker and obligor cases to determine the accuracy of the financial histories of the cases.
- Performs audits utilizing several different databases to compile all pertinent data needed.
- Verifies the data in the physical case file and automated databases by reviewing the data for accuracy, completeness and compliance to the requirements as set forth by agency, state and federal laws, rules, regulations, policies and procedures.
- Compiles information from public assistance cases as it affects the distribution of child and spousal support payments.
- Obtains case financial histories maintained by out-of-state child support agencies.
- Reviews valid legal documents affecting financial history and evaluates the accuracy as entered in the automated system.
- Posts moderate to complex financial accounting information to a spreadsheet to determine balances.
- Performs caretaker accounting to calculate any amounts owed to the caretaker, overpayments to caretaker and refunds to obligor.
- Forwards audits to state office for review and manual adjustments to the automated system.
- Communicates and substantiates information necessary to reconcile audits in the field with those at the state office and conveys verbal permission to change any discrepancies found in the review of the audit.
- Reviews all manual adjustments to the automated system and all financial narratives recorded in the system for accuracy, completeness and compliance with agency, state and federal laws, rules, regulations, policies and procedures, ensuring all monies due to be distributed have been distributed correctly and reporting all issues to supervisor.
- Represents agency by testifying in court proceedings as to the accuracy and interpretation of case financial history and policies that affect said history and prepares case financial history for entry into evidence in court proceedings.
- Provides financial training and direction to new employees, case managers, supervisors and agency attorneys, reviewing work to ensure compliance with agency, state and federal laws, rules, regulations, policies and procedures.
- Meets with caretakers and obligors to discuss and explain agency financial policy and the impact of that policy on the financial history of the cases involved.
- Prepares and maintains productivity and status reports and statistics as requested by supervisors.
- Completes special projects assigned by supervisors.
- Attends ongoing training sessions to maintain a working knowledge of policies and procedures.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of methods, resources, schedules and forms available to locate information.
- Knowledge of the agency's automated system in review of the information relating to obligation of support, financial data, collection and distribution of support payments maintained in each case.
- Ability to comprehend and communicate agency, state and federal laws, rules, regulations, policies and procedures pertaining to child support enforcement collection and distribution.
- Ability to record pertinent facts, perform moderately complex mathematical calculations, maintain records and plan and organize work effectively and independently while operating under time constraints applicable to the priority established for specified duties.
- Ability to select the most effective method to process audits, exercising independent judgment.
- Ability and knowledge to complete complex and multiple entry arrearage computations and to reconcile accounts for arrearage to the state and others.
- Ability to communicate, both orally and in writing, articulating complex financial information to associates, administrator, case managers, attorneys and in court proceedings.
- Ability to operate a personal computer, various software programs and standard office equipment, including copier, fax, calculator.

#### **MINIMUM QUALIFICATIONS:**

**Education:** High school diploma or equivalent.

**Experience:** 1 – 3 years of full-time or equivalent part-time paid experience related to accounting support.

**Education & Experience Substitution:** Successful completion of study from a regionally accredited college or university or related business or vocational school may substitute for the required experience on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

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#### **CLASS TITLE: Child Support Technician Senior**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions perform advanced level financial duties necessary to conduct audits of complex child support enforcement cases, which may include advanced analysis of transactions for both the caretakers and obligors, posting of moderate to complex accounting information to determine balances, authorization of fund disbursement requests, testifying in court proceedings and mentoring Child Support Technicians and Technical Associates. Individuals in these positions act as lead workers, but do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Analyzes caretaker and obligor cases to determine the accuracy of the financial histories of the cases.

- Performs audits utilizing several different databases to compile all pertinent data needed.
- Verifies the data in the physical case file and automated databases by reviewing the data for accuracy, completeness and compliance to the requirements as set forth by agency, state and federal laws, rules, regulations, policies and procedures.
- Compiles information from public assistance as it affects the distribution of child and spousal support payments.
- Obtains case financial histories maintained by out-of-state child support agencies.
- Reviews valid legal documents affecting financial history and evaluates the accuracy as entered in the automated system.
- Posts moderate to complex financial accounting information to a spreadsheet to determine balances.
- Performs caretaker accounting to calculate any amounts owed to the caretaker, overpayments to caretaker and refunds to obligor.
- Forwards audits to state office for review and manual adjustments to the automated system.
- Communicates and substantiates information necessary to reconcile audits in the field with those at the state office and conveys verbal permission to change any discrepancies found in the review of the audit.
- Reviews all manual adjustments to the automated system and all financial narratives recorded in the system for accuracy, completeness and compliance with agency, state and federal laws, rules, regulations, policies and procedures, ensuring all monies due to be distributed have been distributed correctly and reporting all issues to supervisor.
- Represents agency by testifying in court proceedings as to the accuracy and interpretation of case financial history and policies that affect said history and prepares case financial history for entry into evidence in court proceedings.
- Provides financial training and direction to new employees, case managers, supervisors and agency attorneys, reviewing work to ensure compliance with agency, state and federal laws, rules, regulations, policies and procedures.
- Meets with caretakers and obligors to discuss and explain agency financial policy and the impact of that policy on the financial history of the cases involved.
- Prepares and maintains productivity and status reports and statistics as requested by supervisors.
- Completes special projects assigned by supervisors.
- Attends ongoing training sessions to maintain a working knowledge of policies and procedures.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of methods, resources, schedules and forms available to locate information.
- Knowledge of the agency's automated system in review of the information relating to obligation of support, financial data, collection and distribution of support payments maintained in each case.
- Ability to comprehend and communicate agency, state and federal laws, rules, regulations, policies and procedures pertaining to child support enforcement collection and distribution.

- Ability to record pertinent facts, perform moderately complex mathematical calculations, maintain records and plan and organize work effectively and independently while operating under time constraints applicable to the priority established for specified duties.
- Ability to select the most effective method to process audits, exercising independent judgment.
- Ability and knowledge to complete complex and multiple entry arrearage computations and to reconcile accounts for arrearage to the state and others.
- Ability to communicate, both orally and in writing, articulating complex financial information to associates, administrator, case managers, attorneys and in court proceedings.
- Ability to operate a personal computer, various software programs and standard office equipment, including copier, fax, calculator.

#### **MINIMUM QUALIFICATIONS:**

**Education:** High school diploma or equivalent.

**Experience:** 2 – 4 years of full-time or equivalent part-time paid experience related to accounting support.

**Education & Experience Substitution:** Successful completion of study from a regionally accredited college or university or related business or vocational school may substitute for the required experience on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

#### **CLASS TITLE: Child Support Associate**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions perform case management work in child support establishment and enforcement, which may include interviewing customers to gather information, locating parents, assets and sources of income, initiating actions to establish paternity, child support orders and income withholding orders and drafting legal documents for the Bureau attorney. Individuals in these positions do not have supervisory or budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Manages a caseload in the area of child support enforcement.
- Locates parents, assets and sources of income.
- Calculates the child support formula.
- Attends hearings to gain experience, assist legal staff or give testimony regarding specific cases.
- Completes applications for services and explains policies as they relate to cases.
- Researches legal sources such as statutes, court opinions, rules and regulations.
- Drafts complaints and other legal documents for use by the agency attorney.
- Directs support staff in the preparation of legal documents for agency attorney.

- Compiles case information by reviewing public documents, interviewing customers or gathering information from other agencies.
- Prepares and maintains case files for the agency attorney.
- Prepares summaries and reports.
- Under guidance of the agency attorney, evaluates cases to determine appropriate legal and administrative actions in compliance with state and federal laws, rules and regulations.
- Responds to customer service inquiries involving less complex case issues.
- Composes routine correspondence.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to learn state and federal child support laws.
- Ability to learn and apply agency policies and regulations.
- Ability to learn and use the automated system.
- Ability to learn the procedures of the court system and legal proceedings and principles pertaining to child support enforcement.
- Ability to communicate well with others, including unwilling or hostile customers.
- Ability to interview clients to gather information effectively.
- Ability to work in a team setting.
- Ability to operate a personal computer and related software programs.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** None.

**Education & Experience Substitution:** Full-time or equivalent part-time paid experience related to child support enforcement, investigations, legal assistance or social services may substitute for the required education on a year-for-year basis. Successful completion of a training program related to legal assistance may substitute for the required education on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

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#### **CLASS TITLE: Child Support Specialist**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions perform advanced level financial duties necessary to conduct audits of highly sensitive and problematic child support enforcement cases involving difficult or irate customers. Work may include serving as a Resolution Specialist, review and assessment of complex and difficult case files, advanced analysis of transactions for both the caretakers and obligors, preparation of cases for legal action, testifying in court proceedings and mentoring Child Support Technicians, Technician Seniors and Technical Associates. Individuals in these positions provide technical guidance to Child Support Technicians, Technician Seniors and Technical Associates but do not have supervisory or budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Manages a caseload in the area of child support enforcement.
- Locates parents, assets and sources of income.
- Calculates the child support formula.
- Attends hearings to gain experience, assist legal staff or give testimony regarding specific cases.
- Completes applications for services and explains policies as they relate to cases.
- Researches legal sources such as statutes, court opinions, rules and regulations.
- Drafts complaints and other legal documents for use by the agency attorney.
- Directs support staff in the preparation of legal documents for agency attorney.
- Compiles case information by reviewing public documents, interviewing customers or gathering information from other agencies.
- Prepares and maintains case files for the agency attorney.
- Prepares summaries and reports.
- Under guidance of the agency attorney, evaluates cases to determine appropriate legal and administrative actions in compliance with state and federal laws, rules and regulations.
- Responds to customer service inquiries involving moderately complex case issues.
- Composes routine correspondence and assists supervisors with complex correspondence.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of state and federal child support laws.
- Knowledge of agency policies and regulations.
- Knowledge of the automated system.
- Knowledge of the procedures of the court system and legal proceedings and principles pertaining to child support enforcement.
- Ability to communicate well with others, including unwilling or hostile customers.
- Ability to interview clients to gather information effectively.
- Ability to work in a team setting.
- Ability to operate a personal computer and related software programs.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** 1 – 2 years of full-time or equivalent part-time paid experience related to child support enforcement.

**Education & Experience Substitution:** Full-time or equivalent part-time paid experience related to child support enforcement, investigations, legal assistance or social services may substitute for the required education on a year-for-year basis. Successful completion of a training program related to legal assistance may substitute for the required education on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.



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**CLASS TITLE: Child Support Specialist Senior****DISTINGUISHING CHARACTERISTICS:**

These positions perform advanced level professional work related to child support establishment and enforcement, which may include serving as an Ombudsman, advanced level case management, seizure of assets, negotiating and establishing repayment agreement contracts, drafting legal documents for Bureau attorney and providing interpretation of associated state and/or federal laws, rules, regulations, policies and/or procedures. Individuals in these positions may act as a lead workers or backup supervisor, but typically do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Manages a caseload in the area of child support enforcement.
- Locates parents, assets and sources of income.
- Calculates the child support formula.
- Attends hearings to gain experience, assist legal staff or give testimony regarding specific cases.
- Completes applications for services and explains policies as they relate to cases.
- Researches legal sources such as statutes, court opinions, rules and regulations.
- Drafts complaints and other legal documents for use by the agency attorney.
- Directs support staff in the preparation of legal documents for agency attorney.
- Compiles case information by reviewing public documents, interviewing customers or gathering information from other agencies.
- Prepares and maintains case files for the agency attorney.
- Prepares abstracts of evidence, summaries of information on hearings or claims and special reports.
- Under guidance of the agency attorney, evaluates cases to determine appropriate legal and administrative actions in compliance with state and federal laws, rules and regulations.
- Assists in the formulation of policies and procedures.
- Responds to customer service inquiries of all levels of difficulty.
- Composes correspondence of all levels of complexity.
- Assists agency attorney with complex litigation.
- Mentors/trains Child Support Associates and Child Support Specialists.
- Participates in regional or statewide projects.
- Demonstrates advanced ability to master the technical aspects of the agency's automated system.
- Engages in community outreach.
- Serves as a backup for the supervisor.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of agency, state and federal child support laws.
- Knowledge of agency policies and regulations.
- Knowledge of the automated system.
- Knowledge of the procedures of the court system and legal proceedings and principles pertaining to child support enforcement.
- Ability to communicate well with others, including unwilling or hostile customers.
- Ability to interview clients to gather information effectively.
- Ability to work in a team setting.
- Ability to operate a personal computer and related software programs.
- Ability to multitask.
- Ability to train others.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** 3 – 4 years of full-time or equivalent part-time paid experience related to child support enforcement.

**Education & Experience Substitution:** Full-time or equivalent part-time paid experience related to child support enforcement, investigations, legal assistance or social services may substitute for the required education on a year-for-year basis. Successful completion of a training program related to legal assistance may substitute for the required education on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

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#### **CLASS TITLE: Child Support Supervisor**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions typically coordinate and supervise the work of Child Support Technical Associates, Child Support Technicians and Child Support Technician Seniors. Work may include planning, assigning and reviewing the work of subordinates, conducting employee performance appraisals and interpretation of associated state and/or federal laws, rules, regulations, policies and/or procedures. Individuals in these positions supervise professional and/or support personnel, but typically do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, organizes, directs and evaluates workflow and operational processes.
- Establishes procedures to ensure timely and accurate completion of work.
- Reviews cases to determine priority levels and assigns appropriately.
- Reviews completed and/or outgoing audits to determine employees' training needs and act on information accordingly.
- Prepares and maintains records and reports for superiors to document activities and to evaluate the performance of subordinates.

- Interprets and applies departmental policies and regulations for agency staff and others.
- Confers with policy coordinators, trainers, managers, directors, General Counsel and the Commissioner in solving case problems of a complex nature.
- Plans and conducts unit meetings and individual staff conferences in order to promote staff development and professional growth.
- Monitors, evaluates and assists the technical staff in development of enhanced programming that pertains to the agency's automated system.
- Revises work procedures to align with changes in state and federal laws and programs.
- Recruits, interviews, hires and trains staff; approves attendance reports, leave and travel requests and work schedules; performs employee performance appraisals and recommends disciplinary actions.
- Responds to grievance issues within the mandated timeframes.
- Ensures that equipment, supplies and materials are available to complete work.
- Acts as backup manager in immediate supervisor's absence.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of agency, state and federal child support laws.
- Knowledge of agency policies and regulations.
- Knowledge of the automated system.
- Knowledge of and ability to apply principles and practices of supervision.
- Knowledge of office methods, procedures and techniques.
- Knowledge and ability to perform full-performance work of the unit along with personnel issues.
- Ability to plan, direct and evaluate the work of employees to analyze information, draw conclusions, find inconsistencies and formulate solutions.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective relationship with directors, managers, employees and other staff.
- Ability to make composite detailed reports based on individual reports of subordinates.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** 1 – 2 years of full-time or equivalent part-time paid experience related to child support enforcement.

**Education & Experience Substitution:** Full-time or equivalent part-time paid experience related to child support enforcement, investigations, legal assistance or social services may substitute for the required education on a year-for-year basis. Successful completion of a training program related to legal assistance may substitute for the required education on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

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**CLASS TITLE:** Child Support Supervisor Senior

**DISTINGUISHING CHARACTERISTICS:**

These positions typically coordinate and supervise the work of Child Support Associates, Child Support Specialists and Child Support Specialist Seniors. Work may include planning, assigning and reviewing the work of subordinates, conducting employee performance appraisals and interpretation of associated state and/or federal laws, rules, regulations, policies and/or procedures. Individuals in these positions supervise professional and/or support personnel, but typically do not have budgetary responsibilities. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, organizes, directs and evaluates workflow and operational processes.
- Establishes procedures to ensure timely and accurate completion of work.
- Reviews cases to determine priority levels and assigns appropriately.
- Reviews completed and/or outgoing audits to determine employees' training needs and act on information accordingly.
- Prepares and maintains records and reports for superiors to document activities and to evaluate the performance of subordinates.
- Interprets and applies departmental policies and regulations for agency staff and others.
- Confers with policy coordinators, trainers, managers, directors, General Counsel and the Commissioner in solving case problems of a complex nature.
- Plans and conducts unit meetings and individual staff conferences in order to promote staff development and professional growth.
- Monitors, evaluates and assists the technical staff in development of enhanced programming that pertains to the agency's automated system.
- Revises work procedures to align with changes in state and federal laws and programs.
- Recruits, interviews, hires and trains staff; approves attendance reports, leave and travel requests and work schedules; performs employee performance appraisals and recommends disciplinary actions.
- Responds to grievance issues within the mandated timeframes.
- Ensures that equipment, supplies and materials are available to complete work.
- Acts as backup manager in immediate supervisor's absence.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of agency, state and federal child support laws.
- Knowledge of agency policies and regulations.
- Knowledge of the automated system.
- Knowledge of and ability to apply principles and practices of supervision.
- Knowledge of office methods, procedures and techniques.
- Knowledge and ability to perform full-performance work of the unit along with personnel issues.
- Ability to plan, direct and evaluate the work of employees to analyze information, draw conclusions, find inconsistencies and formulate solutions.

- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective relationship with directors, managers, employees and other staff.
- Ability to make composite detailed reports based on individual reports of subordinates.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** 2 – 4 years of full-time or equivalent part-time paid experience related to child support enforcement.

**Education & Experience Substitution:** Full-time or equivalent part-time paid experience related to child support enforcement, investigations, legal assistance or social services may substitute for the required education on a year-for-year basis. Successful completion of a training program related to legal assistance may substitute for the required education on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

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#### **CLASS TITLE: Child Support Manager**

#### **DISTINGUISHING CHARACTERISTICS:**

These positions provide direction for a Child Support Enforcement region consisting of multiple offices. Work may include management of an assigned region, allocation of resources, mentoring subordinates and implementation of operational policies and procedures. Individuals in these positions typically have supervisory responsibilities over professional and/or support personnel and are responsible for staying within an assigned budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, coordinates, directs and implements a complex multi-office regional child support enforcement program.
- Provides leadership and administrative supervision to staff in case processing operations.
- Develops and implements internal standard operating procedures.
- Provides direction in the implementation of field operation practices and procedures, agency administrative programs and policies and court orders governing agency operations.
- Makes decisions in complex and unusual personnel and program situations in coordination with agency attorneys responsible for handling Level II grievances.
- Assesses training needs of staff and provides training or arranges for appropriate staff training opportunities.
- Monitors and reviews regional statistics and customer comments and suggestions.
- Researches case problem situations to ensure provision of agency services in adherence to agency policies, federal requirements and established standards of quality.
- Works cooperatively with local Social Service Managers in the development and on-going operation of community-based delivery systems.

- Establishes procedures for safeguarding files and confidential information in accordance with state and federal mandates.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the theories, principles and techniques of child support enforcement.
- Knowledge of federal and state statutes, regulations and program standards in child support.
- Knowledge of the objectives of the agency, its procedures, policies and guidelines and their relationship to the rest of the department and other entities.
- Ability to plan and coordinate work, plan and project budgetary needs and organize work and projects.
- Ability to direct and supervise the work of others.
- Ability to communicate effectively, both orally and in writing.
- Ability to work effectively with co-workers, the public, advocacy groups and federal and state agencies involved in the enforcement of child support.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree from a regionally accredited college or university.

**Experience:** 4 – 6 years of full-time or equivalent part-time paid experience related to child support enforcement, 1 year of which must have been in a supervisory capacity.

**Education & Experience Substitution:** Full-time or equivalent part-time paid experience related to child support enforcement, investigations, legal assistance or social services may substitute for the required education on a year-for-year basis. Successful completion of a training program related to legal assistance may substitute for the required education on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

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#### **CLASS TITLE: Child Support Manager Senior**

#### **DISTINGUISHING CHARACTERISTICS:**

This position serves as the Manager of Field Operations and provides direction to Child Support Managers. Work may include planning, policy development, interpreting associated state and/or federal laws, rules, regulations, policies and/or procedures and serving as a technical expert. An individual in this position typically has supervisory responsibilities over professional and/or support personnel, input into setting a budget and responsibility for staying within an assigned budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Supervises professional, technical and support staff.
- Reviews and approves plans of operation.

- Provides administrative and programmatic direction and enforces agency objectives, policies and procedures.
- Manages the recruitment and selection process, staff development, disciplinary matters and other related actions.
- Develops collaborative efforts among social services agencies.
- Performs research and analysis of legislation, work activities or other issues to develop policies, standards and procedures.
- Monitors and evaluates program administration and the delivery to services to clients.
- Provides technical consultation and policy interpretation to staff, supervisor, public officials and advocacy groups.
- Plans and implements programs for the training of professional, technical and support staff.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the theories, principles and techniques of child support enforcement.
- Knowledge of federal and state statutes, regulations and program standards in child support enforcement.
- Knowledge of the principles of management.
- Knowledge of the objectives of the agency, its procedures, policies and guidelines and their relationship to the rest of the department and other entities.
- Ability to plan and coordinate work, plan and project budgetary needs and organize work and projects.
- Ability to direct and supervise the work of others.
- Ability to communicate effectively, both orally and in writing.
- Ability to analyze facts and apply them to the management of child support enforcement.
- Ability to work effectively with co-workers, the public, advocacy groups and state and federal agencies.

#### **MINIMUM QUALIFICATIONS:**

**Education:** Master's degree related to social services from a regionally accredited college or university.

**Experience:** 4 – 6 years of full-time or equivalent part-time paid experience related to child support enforcement, 2 years of which must have been in a supervisory capacity.

**Education & Experience Substitution:** Full-time or equivalent part-time paid experience related to child support enforcement or social services may substitute for the required Master's degree on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.

**CLASS TITLE:** Child Support Executive Director

#### **DISTINGUISHING CHARACTERISTICS:**



This position serves as the Commissioner of the Bureau for Child Support Enforcement and provides administrative oversight, strategic planning, interpretation of associated state and/or federal laws, rules, regulations, policies and procedures and monitoring and evaluation of the Bureau's units. An individual in this position has supervisory responsibilities over multiple units and is responsible for setting and controlling a budget. Perform related work as required.

**EXAMPLES OF WORK:** *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Directs the work of managers, professional, technical and clerical staff; makes assignments, conducts staff meetings, review and approves plans of operation.
- Plans, develops, implements and evaluates a complex statewide human services program through managers and program administrators.
- Directs the development of office standards, policies and procedures.
- Oversees the compliance of office programs with state and federal rules, policies and standards.
- Directs the preparation and execution of the bureau budget; plans and presents budget requests as required.
- Serves in a primary liaison role with national, state and local agencies, advocacy groups, educational institutions, clients and service providers.
- Oversees the monitoring and evaluation of program administration and the delivery of services to clients.
- Provides technical consultation and policy interpretation to subordinates, supervisor, public officials and advocacy groups.
- Oversees the preparation of periodic and special reports on the status of agency programs.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of the theories, principles and techniques of child support enforcement.
- Knowledge of federal and state statutes, regulations and program standards in child support enforcement.
- Knowledge of state and federal fiscal regulations, policies and procedures.
- Knowledge of the principles of management.
- Knowledge of the objectives of the agency, its procedures, policies and guidelines and their relationship to the rest of the department and other entities.
- Ability to plan and coordinate work, plan and project budgetary needs and organize work and projects.
- Ability to establish program standards and control, monitor and evaluate program administration and the delivery of services to clients.
- Ability to direct the preparation and execution of large and complex office budgets.
- Ability to work effectively with co-workers, the public, advocacy groups and state and federal agencies.
- Ability to direct and supervise the work of others.
- Ability to provide technical consultation and policy interpretation in child support enforcement.



- Ability to communicate effectively, both orally and in writing.
- Ability to analyze facts and apply them to the management of child support enforcement.

**MINIMUM QUALIFICATIONS:**

**Education:** Master's degree related to social services from a regionally accredited college or university.

**Experience:** 8 – 10 years of full-time or equivalent part-time paid experience related to child support enforcement, 4 years of which must have been in a supervisory capacity.

**Education & Experience Substitution:** Full-time or equivalent part-time paid experience related to child support enforcement or social services may substitute for the required Master's degree on a year-for-year basis.

**Certificates, Licenses, Registrations:** None.